

LOUISIANA PUBLIC SERVICE COMMISSION

GENERAL ORDER
(Amends General Order of July 11, 1975)

In re: Computer Glitches and Billing errors.

(Decided in Open Session March 23, 1993)

After discussion, and in view of the prevalence of computers in utility billing today, the Commission voted to amend its General Order dated July 11, 1975, " In re: Collection of meter reading and/or billing errors by utilities" by changing the twelve month period referred to therein in the second and third paragraph thereof to a six month period, and requiring that advance notification of billing errors must be given. In all other respects the General Order of July 11, 1975 remains unchanged.

ACCORDINGLY, is ordered that:

1. The July 11, 1975 General Order, In re: Collection of meter readings and/or billing errors by utilities remains in effect, but is amended as follows:
2. No rate on file with this Commission and billing made pursuant thereto shall be effective against a consumer where the utility company has permitted six months to elapse between the rendition of the service and accurate billing therefore, incidences of customer fraud, such as meter tampering, excepted.
3. Advance notice of billing errors must be provided to the consumer before collection for such errors is permitted.

**BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA**

April 21, 1993

/s/ KATHLEEN B. BLANCO

DISTRICT II

CHAIRMAN KATHLEEN B. BLANCO

/s/ JOHN F. SCHWEGMANN - DISSENTS

DISTRICT I

VICE-CHAIRMAN JOHN F. SCHWEGMANN

/s/ THOMAS E. POWELL

DISTRICT IV

COMMISSIONER THOMAS E. POWELL

/s/ DON L. OWEN

DISTRICT V

COMMISSIONER DON L. OWEN

/s/ IRMA MUSE DIXON

DISTRICT III

COMMISSIONER IRMA MUSE DIXON

/S/ MARSHALL B. BRINKLEY

S E C R E T A R Y